

Community Action In Iowa



Iowa Division of Community Action Agencies

1 9 9 9 A n n u a l R e p o r t



THOMAS J. VILEACK
GOVERNOR

BALLY J. PEDERSON
LT. GOVERNOR

DIVISION OF COMMUNITY ACTION AGENCIES
WILLIAM J. BRAND, ADMINISTRATOR

Dear Iowans,

Community Action in Iowa is justifiably proud of its thirty-six year history of leading efforts at the community level to create opportunities for low-income citizens to chart their own destiny. With the mission to alleviate the effects of poverty on Iowa citizens and families, community action programs epitomize the grassroots philosophy of community engagement and individual and family empowerment.

The Iowa Division of Community Action Agencies and the network of local agencies are at the forefront in addressing many of Iowa's most current and pressing issues. Early childhood education, children's health insurance, immigration, energy policy and empowerment are just some of the areas in which the leadership of community action is changing lives and creating a better future for Iowa.

The Division and local agencies are committed to working with policy makers, community members and low-income citizens to continue to search for innovative strategies to ensure "maximum feasible participation" and self-sufficiency for all of Iowa's citizens.

I am pleased to present this report that details the efforts of the community action network in Iowa, and the difference they are making for thousands of our citizens.

Sincerely,

William Brand
Administrator

A DIVISION OF THE DEPARTMENT OF HUMAN RIGHTS
LUCAS STATE OFFICE BUILDING / DES MOINES, IOWA 50319 / 515-281-4234
FAX # 515-242-6118

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Division of Community Action Agencies

The Division of Community Action Agencies is located within the Iowa Department of Human Rights and is the focal point for Community Action Agency activities within Iowa government. The Division of Community Action Agencies exists to develop and expand the capacity at the community level to assist families and individuals to achieve economic and social self-sufficiency, and to ensure that the basic energy needs of Iowa's low-income population are met. The Division is comprised of the Bureau of Community Services, the Bureau of Energy Assistance and the Bureau of Weatherization.

President Lyndon B. Johnson signed into law many significant pieces of legislation, including the Civil Rights Act, the Medicare Bill and the Economic Opportunity Act. The Economic Opportunity Act of 1964 was the impetus for community action. The passage of the act signified the nation's declaration of "war on poverty."

Bureau of Community Services

The Bureau of Community Services administers three anti-poverty programs: The Community Services Block Grant, the Family Development and Self-Sufficiency Grant Program (FaDSS) and the Community Food and Nutrition Grant Program.

The Community Services Block Grant funds are received from the United States Department of Health and Human Services and are distributed to Iowa's eighteen Community Action Agencies. The Community Action Agencies create, coordinate and deliver many programs and services to low-income Iowans. The Community Services Block Grant funds the central management and core activities of the Community Action Agencies. The impact of these funds is felt throughout the community. The Community Action Agencies use the funds to mobilize additional resources from local businesses and foundations, as well as other public sources, to combat the central causes of poverty in the communities and to assist low-income individuals to achieve self-sufficiency.

During fiscal year 1999, the Bureau of Community Services, in partnership with the Iowa Community Action Association and the National Resource Center for Family Centered Practice at the University of Iowa School of Social Work, continued the implementation of the Automated Assessment for Family Progress data collection system. The system is designed to collect outcomes related to changes in families over a period of time. Among the benefits of the system is the measurement of positive results occurring for families as a result of Community Action Agency programs and services and using it as a tool to improve the management of services provided for individuals and families. This system is also an integrated component of the automated intake and participant tracking system that Iowa's Community Action Agencies use.

The Bureau, in partnership with the Iowa Department of Human Services, administers the Family Development and Self-Sufficiency Grant program. The Family Development and Self-Sufficiency Grant Program provides services to Family Investment Program families who are facing multiple

barriers to self-sufficiency and are at risk of long-term welfare dependency. Comprehensive in-home services are provided to the families by certified Family Development Specialists through eighteen grantees. The FaDSS program is a nationally recognized model which has demonstrated that it pays off, both in social and economic terms, to invest in high quality intensive services by partnering with families at risk of long-term welfare dependency.

The Bureau also administers the Community Food and Nutrition Grant program. Funds from this grant are expended for a statewide community food and nutrition project that impacts all of Iowa's counties. During fiscal year 1999 this grant was contracted with Mid-Sioux Opportunity, Inc. of Remsen, Iowa.



Bureau of Energy Assistance

The Bureau of Energy Assistance administers the federally funded Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is designed to assist qualifying low-income households in the payment of a portion of their winter heating costs, and to encourage energy conservation through client education and weatherization. All households applying for LIHEAP are simultaneously making application for weatherization assistance.

LIHEAP payments are weighted to award higher benefits to targeted households. These households include the elderly, disabled, working poor and households with children under six years of age. Additionally, benefits are weighted to account for a household's level of poverty. Beyond regular assistance payments, LIHEAP has two additional components: Assessment and Resolution and Emergency Crisis Intervention Program (ECIP).

Activities covered under the Assessment and Resolution component may include delivering client energy conservation education, referral to outside services, family needs assessment, budget counseling, vendor negotiation, household energy use assessment, household energy use planning and low-cost energy efficiency measures.

The ECIP component of LIHEAP provides immediate assistance to alleviate life-threatening situations. Assistance payments are made for repair or replacement of a furnace or heating system, temporary shelter, purchase of blankets and/or heaters, emergency fuel deliveries, purchase or repair of air conditioning equipment when medically necessary, purchase of fans and transportation of clients to cooling centers during times of extreme heat.

Households certified eligible for LIHEAP (those at or below 150% of the Federal Poverty Guidelines) are protected from disconnection of gas or electric service from November 1st until April 1st under Iowa's winter moratorium law.



During Fiscal Year
1999, the Low-Income
Home Energy
Assistance Program
(LIHEAP) provided
assistance to 66,920
Iowa households

Bureau of Weatherization

The Bureau of Weatherization administers the federal Low-Income Weatherization Assistance Program (WAP). This is the nation's largest residential energy efficiency program. This program reduces the burden of energy costs to low-income and fixed-income persons, particularly the elderly, disabled and families with children, by improving the energy efficiency of their homes and ensuring their health and safety. In 1999, 42% of the households served included at least one elderly person, 40% included at least one disabled person and 18% included young children.

In addition to the federal grant, the Bureau also administers funds from investor owned utility companies. These funds, approximately \$1.6 million, are used to supplement the federal funds.

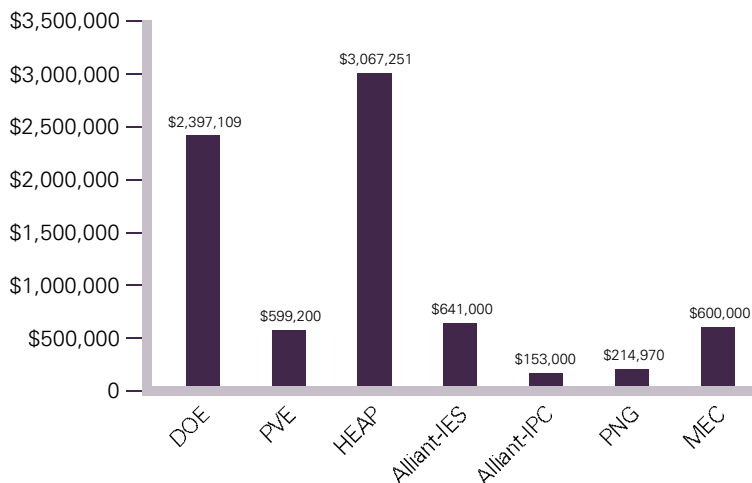
The breakdown of available dollars, by funding source, is shown in the chart below.

The Iowa Weatherization Program partners with Iowa's Low-Income Home Energy Assistance Program (LIHEAP). While the LIHEAP Program provides crisis relief by helping clients who have an immediate need for financial assistance with energy costs, the Weatherization Program provides clients with long-term financial relief by reducing the amount of energy their homes use. It addresses the core problem that low-income clients have with respect to their energy burden.

The current Weatherization Program has evolved from a program that stressed low-cost temporary measures installed by volunteers to a program that uses well trained crews and contractors to install permanent cost-effective measures addressing both the shell of the home and the heating and cooling systems in the home. Over the years, the techniques used in the program have grown increasingly sophisticated and effective. A computerized energy audit is used to determine the most appropriate and cost-effective energy-saving measures that should be applied to the house. Typical measures include sealing air leaks, installing insulation in attics, walls, and crawlspaces, tuning and upgrading heating systems and installing low-cost energy conservation measures.

The program also conducts health and safety checks on every home weatherized. This consists of inspecting all combustion appliances for carbon monoxide and for the proper venting of gases. Unsafe furnaces are repaired or replaced. Homes are also inspected for other possible health and safety problems such as mold and unsafe electrical wiring. Carbon monoxide detectors and smoke detectors are installed in certain situations.

Weatherization Funds



KEY

DOE - Department of Energy
PVE - Petroleum Violation Escrow Account
HEAP - Low Income Home Energy Assistance Program
PNG - Peoples Natural Gas
MEC - MidAmerican Energy Corporation



Besides the obvious benefits of reducing low-income households energy use and ameliorating many health and safety problems in the homes, the program also provides these additional benefits:

- **Provides households with education in energy-saving practices.**
- **Increases the comfort in the homes that are weatherized.**
- **Reduces the nation's dependence on foreign oil.**
- **Reduces carbon emissions and other air pollutants.**
- **Preserves housing stock for low-income households.**

Because of the variety of work performed, clients see their personal benefits differently as shown in the letters below:

"This letter expresses my sincere thanks for a wonderful gift from the taxpayers. Before my home was weatherized, the thermostat was set as low as it would go, 55, and the furnace would run only at night. During the day, I heated the two rooms that I used most with the kitchen gas oven. My husband and I did that for many years. Now I have the thermostat set at 62. I am not using my oven for heat. I hope and pray that wonderful help like this can continue to be extended to other working and retired people who don't make enough to repair their property."

Family from Ida Grove, IA



"The Weatherization Program was very helpful and saved us much in gas bills. It may have also saved our lives. At the time our furnace was inspected it was so old and in bad working order that carbon monoxide was detected. The problem was taken care of promptly professionally. We are very grateful not only for all your work on our home but also for the possible fact that our lives could have been saved not for your program."

Family from W

The Iowa Weatherization Program is performing programs in the nation by achieving annual energy savings of more than \$100 per household. The average annual energy savings achieved by the Iowa Weatherization Program increased by 215% between 1987 and



Family Development and Self-Sufficiency Program (FaDSS)

lives of families at risk of long-term welfare by creating opportunities for self-sufficiency.

Self-Sufficiency (FaDSS) Grant Program was created by the Assembly. The Assembly also created the FaDSS Council Services to study, fund and evaluate programs that help families who are at risk of long-term welfare.

Services contracts with the Department of Human Services Action Agencies to administer the FaDSS Grant Program. FaDSS was funded through an appropriation of TANF funds. In addition to the TANF funds, local grantees use other-kind funds to supplement FaDSS.

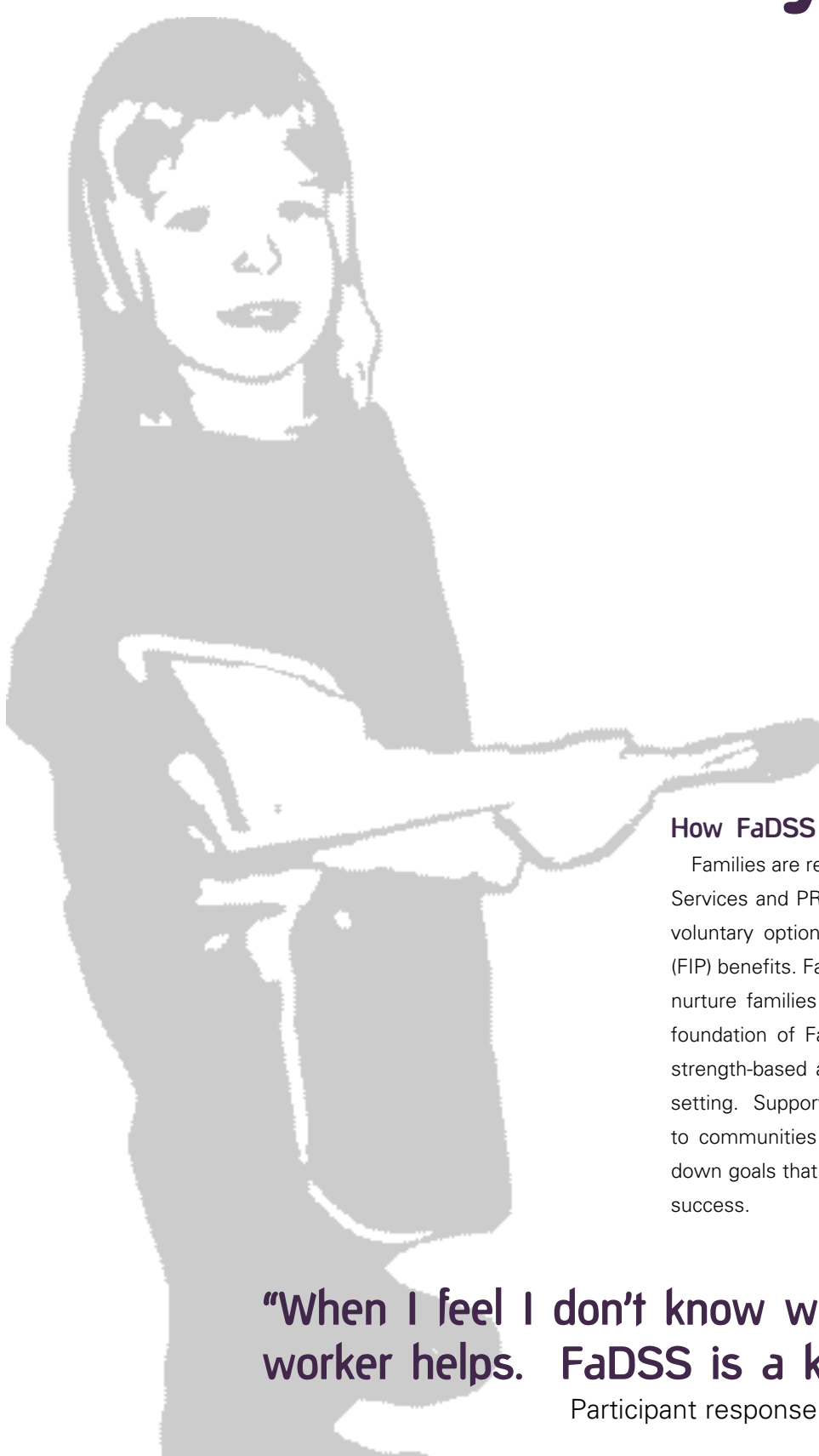
FaDSS provided services in 97 counties through a network of service providers to 2,431 families.

How FaDSS Works

Families are referred to FaDSS through the Department of Human Services and PROMISE JOBS Program. Participation in FaDSS is a voluntary option for people receiving Family Investment Program (FIP) benefits. FaDSS provides services that promote, empower and nurture families to economic and emotional self-sufficiency. The foundation of FaDSS is regular home visits with families using a strength-based approach. Core services include support and goal setting. Support includes referrals, group activities, linking families to communities and advocacy. Goal setting helps families break down goals that seem out of reach into small steps that will lead to success.

“When I feel I don’t know where to turn, my FaDSS worker helps. FaDSS is a key part of my success.”

Participant response to FY99 Customer Satisfaction Survey



Families Face Many Barriers

Families in FaDSS face many barriers to self-sufficiency. Listed is a summary of issues families faced during 1999. For a complete list of issues faced by FaDSS families, see "Snapshot of Issues Faced by FaDSS Families" in the 1999 FaDSS Annual Report

Brief Summary of Issues

Issues	% of families served
current/ past victim of domestic violence	70
current/past substance abuser	58
mental health issues	45
child in the home is currently victim or survivor of abuse	38
face 2 or more issues	84



Following are some indicators of family progress:

Family Investment Program Usage

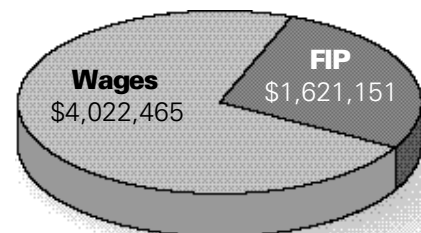
- One-third of families served during FY99 had a reduction or were independent of FIP for a period of 90 days or more.
- As FaDSS families moved from welfare to employment the state of Iowa realized a savings of \$1,139,705 in FIP Cash assistance.

Employment

- Nearly 60% of FaDSS families became employed during FY99.
- FaDSS families earned \$4,022,465 in wages in FY99, which represents over 71% of their income.
- Over 50% of families who exited FaDss, did so because they were no longer eligible for Fip due to increased income.

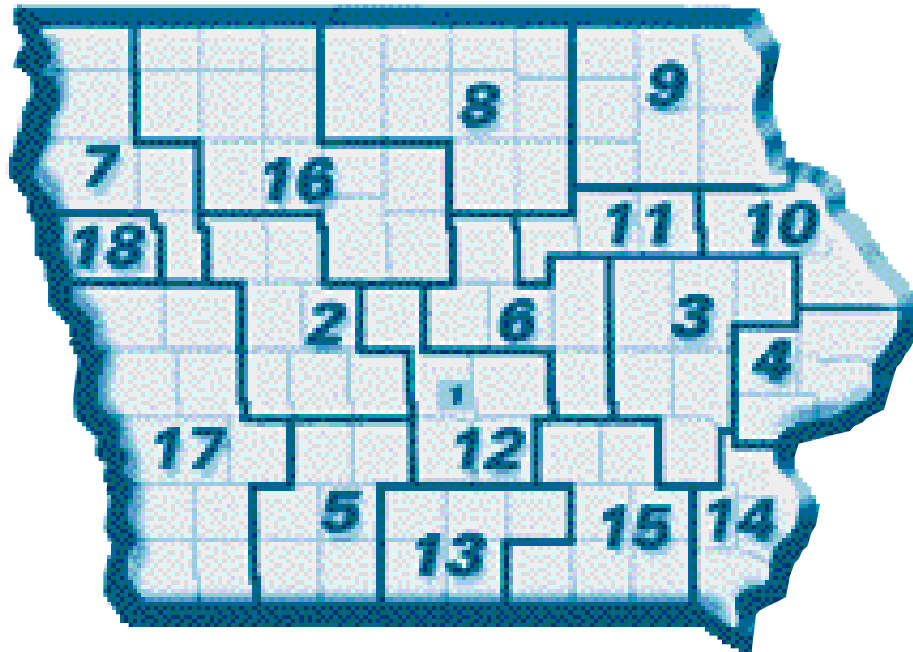
For more detailed information on the FaDSS program, please see the FY 1999 FaDSS Annual Report

Income of Employed FaDSS Participants in FY99*



*Based on 1411 persons employed in FY99

Community Action Agencies Of Iowa

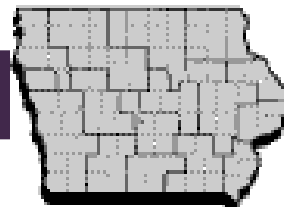


- 1.** Community Development Department/City of Des Moines
- 2.** Community Opportunities, Inc.
- 3.** Hawkeye Area Community Action Program
- 4.** Iowa East Central T.R.A.I.N.
- 5.** MATURA Action Corporation
- 6.** Mid-Iowa Community Action, Inc.
- 7.** Mid-Sioux Opportunity, Inc.
- 8.** North Iowa Community Action Organization
- 9.** Northeast Iowa Community Action Corporation
- 10.** Operation: New View Community Action Agency
- 11.** Operation Threshold
- 12.** Red Rock Area Community Action Agency
- 13.** South Central Iowa Community Action Program
- 14.** Southeast Iowa Community Action Organization
- 15.** Southern Iowa Economic Development Association
- 16.** Upper Des Moines Opportunity, Inc.
- 17.** West Central Development Corporation
- 18.** Woodbury County Community Action Agency

Community Development Dept./City of Des Moines

602 East First Street, Des Moines, IA 50309 • Phone: (515) 283-4182 • Fax: (515) 237-1694

James M. Grant, Director • Barb Ashton, LIHEAP Coordinator, Weatherization Coordinator and Planner



Agency Accomplishments & Efforts

Services to low-income residents in the City of Des Moines continued to be delivered in an effective manner three years following the reorganization and merger of the City of Des Moines' Economic Development, Community Services, and Community Development Departments. The Community Development Department's Community Services Division implements Community Action Programs within the Des Moines corporate boundaries.

Several highly visible programs were again expanded including the collection of food and cash, distribution of 1,090 holiday food baskets and turkeys, and the operation of forty neighborhood associations sponsoring SCRUB cleanups with 1,027 tons of trash removed from neighborhoods in Des Moines. Community Services staff worked with neighborhood associations, which provided volunteers for this Saturday clean-up program.

Two fund raising events were also held this past year for the Southeast Personal Pantry.

Weatherization staff again participated as presenters for the third time at a Carbon Monoxide Conference organized by the Des Moines Area Community College. Over the past several years weatherization staff have been recognized for their work with carbon monoxide and in-door air quality issues. 150 homes were weatherized and 250 furnaces were replaced or repaired.

Agency Success Stories

Staff met with a group of local service providers in an attempt to provide better "Welfare to Work" opportunities. Representatives

from the business community, Polk County, Iowa Department of Human Services, the City of Des Moines, and non-profits met monthly since June of 1998. The group, the Polk County Workforce Partnership, is currently working toward establishing a one-stop center.

The Community Services staff worked with 450 families to re-establish utility service or avoid disconnection of service. Funds from MidAmerican Energy's I CARE customer service program and the City's own franchise fees coupled with other funding sources assisted households facing a utility emergency.

The community action site offices now have Internet access which allows e-mailing between offices and the central office staff, therefore increasing communication between all components of the community action program. In addition, this allows the offices to locate information that may be beneficial to their low-income clients.

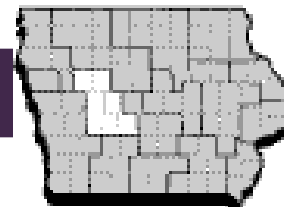
Community Services staff began using two new Y2K compliant software applications, the Weatherization Automated Management System (WAMS) and Client Information System (CIS). Computer equipment was replaced and training on the new system was conducted.

Total number of persons served during FY 1999:	16,577
FY 1999 CSGB Allocation:	\$405,320
Funding received during FY 1999:	\$2,885,055
In-kind contributions received during FY 1999:	\$220,000

Community Opportunities, Inc.

603 West 8th Street - P.O. Box 427, Carroll, IA 51401 • Phone: (712) 792-9266 • Fax: (712) 792-5723

Lloyd DeMoss, Executive Director • Marla Janning, Planner • Lois Moberg, LIHEAP and Weatherization Coordinator



Agency Accomplishments & Efforts

The Executive Director worked with a group of people from Sac City to obtain funding to build an early child development center in Sac City that is currently being called "Kid's World". Once this center is built, it will house a day care center, Head Start program, and provide office space to the Area Education Agency. A Rural Development Grant and a Rural Development Loan was obtained. This project is currently doing local fund raising to obtain the additional funds needed to begin construction.

During FY 1999, Community Opportunities received their first Early Head Start funding from the Department of Health and Human Services. This funding allowed them to set up a program in Dallas and Guthrie Counties serving 36 families. During the summer of 1999 one of the community empowerment areas that serves four of their counties worked with them to include Early Head Start in the Empowerment areas grant application. They applied for enough funds to serve an additional 36 families in Carroll, Audubon, Green, and Guthrie Counties. That grant application was approved and they will receive that funding during FY 2000.

As a result of their Early Head Start Program, Community Opportunities took a lead role in forming a new collaborative called "Collaboration for Families". This brings together all of those agencies who are providing in-home services to help better coordinate services to their families. Agencies participating include the Iowa Department of Human Services, Child Health Specialty Clinics, FaDSS, Child Care Resource and Referral, Early Access, HOPES, Iowa State University Extension

and DECAT. The first meeting took place in May of 1999 and monthly meetings will be held.

The Head Start/Early Head Start Director, Kathy Schiltz was appointed by the Governor to the State of Iowa Early Access Council for Children and Families. Ms. Schiltz has over 30 years experience with Head Start.

In May 1999, two new communities were added to the Housing Department's Multi-County Housing project for Carroll County. By adding Halbur and Arcadia, that brings the total to six communities (the original four communities are Breda, Coon Rapids, Manning, and Templeton).

Agency Success Stories

The Sac County Family Development Center Coordinator worked with a young mom and her two children for three years. The mother has completed her education and now has a full-time job. She is so thankful for the help she received from the agency that she volunteers a few hours each month at the center.

The Calhoun County Family Development Center Coordinator worked with two families for some time. As a result of this work with the family self-sufficiency program and additional education the families are currently earning \$30,000 and \$39,000 annually. Both of these families have been off all forms of assistance for approximately one year.

Total number of persons served during FY 1999:	10,348
FY 1999 CSGB Allocation:	\$175,036
Funding received during FY 1999:	\$3,990,177
In-kind contributions received during FY 1999:	\$1,736,128

Hawkeye Area Community Action Program

1515 Hawkeye Drive, Hiawatha, Iowa 52233 • Phone: (319) 393-7811 • Fax: (319) 393-6263

Don Maniccia, CCAP, Executive Director • Mitch Finn, LIHEAP Coordinator • Jeff Johnson, Weatherization Coordinator

Agency Accomplishments & Efforts

One of HACAP's major accomplishments of FY 1999 was the Coral Ridge Area Employment Initiatives. HACAP worked with other community service providers under the Work Force Development Plan to address local employee and employer issues. The other community service providers included: Iowa Workforce Development, Department of Human Services, Kirkwood Community College, Four Oaks, Goodwill, Dislocated Workers Program, Green Thumb, JTPA, PROMISE JOBS, and the City of Coralville. Common barriers to work being addressed included: transportation job training, and childcare. The primary support office is located immediately adjacent to the Coral Ridge Mall. It contains two Head Start classrooms and infant/toddler care. Located within the mall is one Head Start classroom that operates seven days a week, Monday through Saturday from 7:00 a.m. to 10:00 p.m., and Sunday from 9:00 a.m. to 7:00 p.m. Infant/toddler care is also available on-site.

Another accomplishment was Simultaneous Enrollment, a new intra-agency initiative to address multiple needs of families. The focus of this initiative was to enroll a family in all eligible programs at the same time. The primary service delivery programs involved are: Transitional Housing for Homeless Families, Head Start, Early Head Start, employment, and a collaborative relationship with Department of Human Services to work with families who are with Child Protective Services (CPS), or at risk of CPS involvement. A pointing system has been developed that supercedes the existing selection criteria system for each individual program. Prior to this initiative, families may have received some services that they needed, but not all. For example, a family may have had a child enrolled in Head Start, but not Early Head

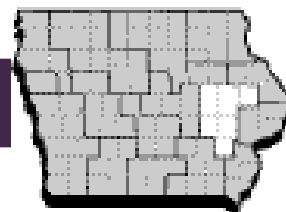
Start and hadn't entered the Transitional Housing Program. The simultaneous enrollment process has allowed HACAP to better serve the most at-risk population.

Agency Success Stories

"Debbie" and her three children moved to Broadway, a transitional housing program for homeless families, from the Domestic Violence Shelter. She had been a victim of spousal abuse. Working with her counselor, Debbie was able to set some goals for her relationship with her husband. Eventually George was able to reunite with his family. They developed several long-term family goals, one of which was to buy a house. They were able to locate a house, which they are renting, to own through the Iowa City Housing Program. In addition to the support Debbie received from her counselor, Debbie credits the tenant meeting with providing her with support and education. Currently Debbie works for AmeriCorps and helps Hispanic students at a high school. One of her future goals is to get a BSW in Social Work. George is working as a roofer at a local company.

CSBG funding is used to meet match requirements for HACAP's core Transitional Housing grants; these core grants provided 139 units of housing. Without CSBG funding HACAP would not have been able to meet its match requirements, and therefore would not be able to help homeless families.

Total number of persons served during FY 1999:	15,922
FY 1999 CSGB Allocation:	\$614,950
Funding received during FY 1999:	\$14,373,017
In-kind contributions received during FY 1999:	\$1,071,778



Iowa East Central T.R.A.I.N.

2804 Eastern Avenue, Davenport, Iowa 52803 • Phone: (319) 324-3236 • Fax: (319) 324-0843

Patricia Steiger, CCAP, Executive Director • Maureen Stoops, Planner • Linda Daufeldt, LIHEAP Coordinator • Roy Yoder, Weatherization Coordinator

Agency Accomplishments & Efforts

During this fiscal year the agency applied for and received Empowerment funds in two counties resulting in: 1) An increased number of vendor/voucher participants, 2) A new location of the Head Start Center in Scott County, 3) Increased Head Start hours in Clinton County, and 4) Assistance with the new Early Head Start Program.

The agency was also able to negotiate the purchase of a school building for \$1.00 to be used as a permanent Head Start Center serving seventy-five (75) children in Clinton County.

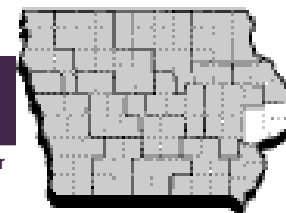
Iowa East Central T.R.A.I.N. participated in the design, development and implementation of Success by Six Program. The agency continues to upgrade computer hardware and software and began a formal agency-wide strategic planning process.

Agency Success Stories

Through the Senior Program in Clinton County the agency pooled resources to replace a water main for an elderly lady on a fixed income.

In Scott County, the agency worked with a family with small children who needed an old gravity furnace replaced. Arrangements were made with the City of Davenport for a low interest loan, as well as using energy assistance dollars, emergency assistance dollars, and agency dollars to cover the cost.

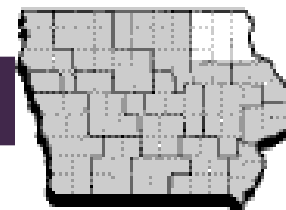
Total number of persons served during FY 1999:	18,553
FY 1999 CSGB Allocation:	\$487,933
Funding received during FY 1999:	\$7,685,605
In-kind contributions received during FY 1999:	\$691,745



Northeast Iowa Community Action Corporation

305 Montgomery - P.O. Box 487, Decorah, Iowa 52101 • Phone: (319) 382-8436 • Fax: (319) 382-9854

Mary Ann Humpal, CCAP, Executive Director • Dave Boss, Planner • Melodye Protsman, LIHEAP Coordinator • Scott Barnett, Weatherization



Agency Accomplishments & Efforts

Northeast Iowa Community Action Corporation (NEICAC) opened a new sixteen unit senior low-income housing complex known as "Washington Court" in October of 1998, as a result of collaboration with the City of Decorah and the Winneshiek County Board of Supervisors. A new building was completed in Fayette, Iowa housing NEICAC's Head Start classroom and a local non-profit day care center. This building was achieved through a collaboration between the local day care and NEICAC.

NEICAC, on behalf of the Fayette County Board of Supervisors, submitted a Community Development Block Grant (CDBG) application for \$300,000 which was awarded.

The Tri-State Rural Health Grant, a joint venture with Southeast Minnesota Community Action Corporation and Coulee Community Action Program of Wisconsin greatly exceeded expectations. The goal for Allamakee County was to provide a variety of health education and information to 1,656 individuals during the fiscal year. Services were provided to 7,312 individuals.

The agency applied for and received an AmeriCorps grant allowing them to place ten AmeriCorps members in ten of their Head Start classrooms. This will help alleviate the situation of the ever increasing number of children that display behaviors that require more attention than the full-time teachers are able to adequately manage.

The agency is very proud that it has successfully produced the corporation's Strategic Plan. The plan resulted from over a year of meetings and workgroups. The NEICAC Board of Directors approved the plan.

NEICAC developed and continues to develop associations and working relationships with other agencies in northeast Iowa. NEICAC is very involved in the cognizant DECAT and Empowerment program that affect their seven county service area. The NEICAC Executive Director is a member of the local DECAT Executive Board, she is the only Community Action Agency Executive Director in the state that holds such a position. NEICAC is also the fiscal agent for the HAWC (Howard, Allamakee, Clayton, and Winneshiek Counties) Empowerment Area.

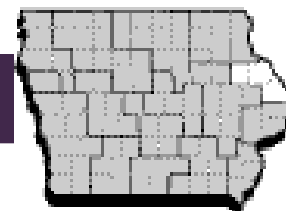
The agency also partners with Cedar Valley Friends of the Family in their "Turning Point" grant that provides homeless shelter and services for women and children that are victims of domestic abuse. Currently NEICAC is also a partner with Helping Services of Northeast Iowa in their Adolescent Pregnancy Prevent Grant operation.

Total number of persons served during FY 1999:	11,769
FY 1999 CSGB Allocation:	\$246,290
Funding received during FY 1999:	\$7,076,413
In-kind contributions received during FY 1999:	\$1,093,057

Operation: New View Community Action Agency

1437 Central Avenue, Dubuque, Iowa 52001 • Phone: (319) 556-5130 • Fax: (319) 556-4402

M. Thomas Stovall, CCAP, Executive Director • Joy Davis, Planner • Jim O'Toole, LIHEAP Coordinator • Mike Strader, Weatherization Coordinator



Agency Accomplishments & Efforts

The SHARE (Self-Help and Resources Exchange) program continues to serve clients in Cascade, Dyersville, Manchester and three sites in the City of Dubuque. The program served over, 2,500 households.

The Worker Transition Center in Dyersville continues to serve laid off employees from the Ertl Company.

Christmas in July was again sponsored in conjunction with the local newspaper (Telegraph Herald). A number of donations were received by families whose stories of need appeared in the Telegraph Herald.

"Coats for Kids" was held in October. The agency successfully collected and distributed coats to 1,274 individuals in Dubuque and Delaware Counties.

Santa's Helper was again a great success! The agency collected over \$15,000 in donations from private individuals and organizations in the tri-county and tri-state area. Money was not the only item collected. Many donations of clothing and toys were also received and distributed to needy families. Many families were adopted by different organizations and individuals. Monies not used for this project are used during the year for crisis situations and when no other solution can be found toward a problem.

In February the agency celebrate its 25th anniversary! Since 1974 the agency has been helping people to help themselves in Dubuque, Delaware and Jackson Counties. The agency was the successor to the old River Valley Community Action Program which began in the mid-60's. Four employees and one past employee were recognized with plaques at a dinner for staff and board members.

May marked the second year of the Delaware County Community Forum. The agency received a \$2,000 grant from the DHS

Decategorization Cluster the Delaware, Fayette and Buchanan Counties. The forum brought together county leaders and citizens to assess community needs.

A \$500 grant was received from the Iowa Farm Bureau Federation Challenge program. The funding was used in Delaware County to develop and conduct four days of a day camp program to teach farm safety to young children. The agency served 476 youth with this grant.

In May, the agency received a grant from the Buchanan, Delaware, and Fayette County Decategorization Project to provide crisis child care services and parenting education and support to families in Delaware County. Buchanan, Delaware and Fayette Counties Empowerment Area Cluster granted \$28,567 to provide preschool scholarships to Delaware County children whose families do not meet Head Start Income guidelines.

The agency's ICC grant was re-funded and included expanding the program from 17 slots to 33 in Dubuque and Delaware County.

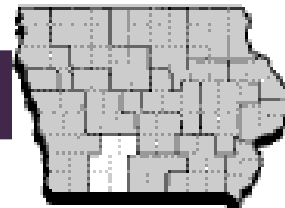
The agency continues its quest to provide training to employees. Two all agency in-service staffings were held. Training addresses the general needs of our employees and provides a boost in self-esteem, encourages team work, addresses wellness issues and many other topics in response to training evaluations.

Total number of persons served during FY 1999:	20,862
FY 1999 CSGB Allocation:	\$228,735
Funding received during FY 1999:	\$3,538,958
In-kind contributions received during FY 1999:	\$93,329

MATURA Action Corporation

203 West Adams Street, Creston, Iowa 50801 • Phone: (641) 782-8432 • Fax: (641) 782-6287

Harvey Davis, CCAP, Executive Director • Jan Ritter, Planner • Janice Shepard, LIHEAP Coordinator • Eldon Stormar, Weatherization Coordinator



Agency Accomplishment & Efforts

MATURA was able to secure funding for the FaDSS Program. The agency was also successful in reopening a Family Development Center in Union County which had to be closed three years ago due to lack of funding.

The JTPA Program was successful in securing additional funding to continue the badly needed Farmer Program. MATURA covers fifty-five (55) of the state's counties through JTPA while Waterloo covers the remaining forty four counties. The agency established a partnership with Innovative Industries and the Creston schools to provide training and assist the severely handicapped in their area with the JTPA programs. Additionally MATURA was able to open a second Women's, Infants, and Children's (WIC) Clinic in Adair County.

Agency Success Stories

As a result of self-sufficiency activities conducted by MATURA Action Corporation, the agency has found the following: Families are now able to do things on their own for the first time and achieving goals that give the family self-confidence. A number of families went from part-time employment to full-time employment. A family received a promising job offer and the daughter was kept on after school and weekends after the Summer Youth Program ended.

MATURA's CSBG funds are the primary funding source for keeping the Family Development Centers open. Families are counseled, assisted, and listened to along their way to

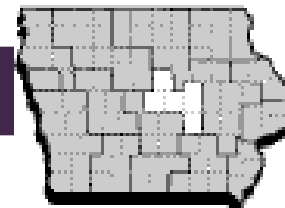
independence. One family came to the agency with past due bills, substance abuse problems and a "no-way-out attitude". The Family Development Specialist sat down with them and took care of the past due bills by finding funds for paying some and helping the family work out some solution for the balances. Together they worked out the family's goals and dreams for the future and set the wheels of determination in motion. Today the family is current with all household bills. Through continued counseling, substance abuse is no longer a problem. Both adults are currently employed with opportunities for advancement. The family still receives some aid from LIHEAP, WIC, and Title XIX, but the future is much brighter than a few months ago. Several other programs helped this family to succeed. But without CSBG, this family could have been just another statistic.

Total number of persons served during FY 1999:	8,455
FY 1999 CSGB Allocation:	\$123,403
Funding received during FY 1999:	\$3,182,446
In-kind contributions received during FY 1999:	\$1,661,940

Mid-Iowa Community Action, Inc.

1001 South 18th Avenue, Marshalltown, Iowa 50158 • Phone: (641) 752-7162 • Fax: (641) 752-9724

Magi York, CCAP, Executive Director • Owen Heiserman, Planner • Diane Popelka, LIHEAP Coordinator • Barry York, Weatherization Coordinator



Agency Accomplishments & Efforts

141 new families were enrolled in MICA's FaDSS program, which expanded to serve ten counties during the past year. Twenty-one churches and two families financially supported MICA's work enhancing families' self-sufficiency opportunities.

The housing production crews built a duplex in Tama and another in Grinnell for persons with developmental disabilities, supported by Arc-Tama County, and Arc-Poweshiek County, as well as a \$50,000 grant from the Ahrens Foundation in Grinnell. Central Iowa Residential Services, Inc. (CIRSI) will provide on-site staffing of both units.

Staff participated in a Labor Force of the Future, area conference convened in Marshalltown by Area Six Workforce Development, the Marshalltown Area Chamber of Commerce and the Marshalltown Economic Development Impact Committee. Staff and a coalition of community partners were awarded a two year substance abuse and mental health services administration (SAMHSA) grant to identify a community based and appropriate substance abuse and violence prevention model and to put it into practice.

MICA, Mid-Sioux Opportunity and Woodbury County Community action Agency have tested a model for helping low income households to lower their energy burden. Participants have developed skills in quantifying and costing out their energy use. They identify major energy costs and the best opportunities to lower costs and maximize their income.

MICA has worked with a dozen troubled community action agencies in ten Midwest states; organizations on the verge of program termination by funders. This work was funded by the Office of Community Services, Administration for Children and Families, which

has approved a second year of this technical assistance.

MICA has also been contracted by the National Association of Community Action Agencies (NACAA) to develop material for and training facilities in the Dialog 2000 being sponsored by NACAA. This is the second cycle of the "National Dialogue on Poverty" which MICA and NACAA created and conducted in 1996.

Agency Success Stories

A member of MICA's staff found out in October, 1998, that her income disqualified her from receiving Title XIX for her daughter. Although she was covered individually by employer health insurance, she could not afford the \$200 per month for family coverage to include her daughter. She learned about HAWK-I from her Head Start Family Development Specialist. She reports that the one-page HAWK-I application was easier than most to complete; it only asked for a month's income and a self-addressed return envelope was included with the application. In recent months the program has been particularly valuable to her. Her household budget has been very tight because she had not received child support payments. Her daughter has had two severe colds. Without this insurance, she could not have afforded the necessary medicine for her daughter. She also points out that the program only costs \$20 per month, but it covers many forms of medical help: doctors, dentists, emergency room services and prescriptions.

Total number of persons served during FY 1999:	20,126
FY 1999 CSGB Allocation:	\$324,256
Funding received during FY 1999:	\$6,612,121
In-kind contributions received during FY 1999:	\$525,580

Mid-Sioux Opportunity, Inc.

418 Marion Street - P.O. Box 390, Remsen, Iowa 51050 • Phone: (712) 786-2001 • Fax: (712) 786-3250

Dick Sievers, Executive Director • Julie Colling, LIHEAP and Weatherization Coordinator

Agency Accomplishments & Efforts

Over the past year an increase in the demand for crisis related services has been experienced by Mid-Sioux Opportunity, Inc. Despite the fact that unemployment rates are low, more and more families can be classified as the "working poor". This has caused an increase in the need for emergency food, clothing, and crisis support.

Over the past year, 75 households were assisted with FEMA funding to support rent and utility costs. Clothing centers served over 4,900 households and the food pantries over 2,270 households. Projects to help families during the holiday season served nearly 1,000 people. At the same time local support for these efforts has increased.

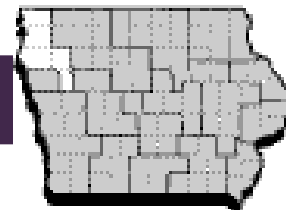
Nearly 8,800 volunteer hours were given to Mid-Sioux and donated food, clothing and other services were valued at nearly \$700,000. The ability to provide these services can be attributed to the federal Community Services Block Grant and the support of local government. These services are needed by families and also provide a way for communities to provide assistance to the less fortunate.

Agency Success Stories

Through the Family Development and Self-Sufficiency (FaDSS) program a family that was receiving FIP benefits was enrolled in the FaDSS program. The mother started work as a certified nurse's aide. The father is disabled but still looking for work. Staff worked with the family on locating child care for their three children through the Mid-Sioux Child Care Resource & Referral program.

The family was also referred to the local community college for literacy skills. Mid-Sioux CSBG funds were used to provide for immediate needs including food and Christmas gifts for the household. The family is no longer on FIP due to increased income. CSBG funds allowed the family to meet immediate needs such as food and clothing during transition from FIP to self-sufficiency.

Total number of persons served during FY 1999:	10,699
FY 1999 CSBG Allocation:	\$139,926
Funding received during FY 1999:	\$4,960,989
In-kind contributions received during FY 1999:	\$806,006



North Iowa Community Action Organization

202 1st Street S.E. Suite 201 - P.O. Box 1627, Mason City, Iowa 50402 • Phone: (641) 423-8993 • Fax: (641) 423-9046

Dick Goerdt, CCAP, Executive Director • Barb Kellogg, Planner • Myrna Long, LIHEAP Coordinator • Murray Isch, Weatherization Coordinator

Agency Accomplishments & Efforts

Child Care Resource and Referral operates three video, book, and toy lending libraries for child care providers in Mason City, Garner and Forest City. There are many active members from various organizations on the local training committee. There were 165 parent referrals handled through the local office and 59 new providers were added to the four-county data base.

Construction was completed on a new child care center in Worth County which will serve as a model teaching program for area child care providers and child care teachers. Two classrooms will serve both Head Start and AEA preschool children with special needs as well as accepting children from the community who will pay tuition to attend the comprehensive early childhood development program. The building was constructed by North Iowa Community Action Weatherization crew members and is owned by North Iowa Community Action Organization (NICAIO). The project had several funding sources including local decategorization dollars and is administered by Northern Trails Area Education Agency in partnership with NICAIO.

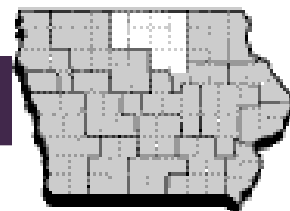
NICAIO entered into a partnership with the City of Charles City and Northern Trails Area Education Agency to purchase an old grocery store, with Community Development Block Grant funds, which will be remodeled into a community child care center housing both Head Start and AEA classrooms along with a preschool and daycare program. The community is currently engaged in fund raising activities for the remainder of the costs of the project. AEA staff will be relocating their offices to space which will be available in the new community child care center.

A local community health assessment identified the need for increased access to dental care for low-income children. NICAIO held local meetings with representatives from various organizations. Local dentists indicated that the high incidence of failure to keep dental appointments was one of the reasons they were refusing care to Medicaid clients. As a result of the meetings protocols were established and several dentists agreed to provide services upon receipt of referrals from NICAIO staff for a seven month pilot project.

Self-sufficiency development services increased by thirty families. Every family enrolled in self-sufficiency development receives a monthly newsletter. Participants became involved in the Community Advisory Board and planned several family social activities as well as "Parent's Night Out" (a new parent support group activity).

A new training curriculum was developed and implemented for elementary and middle school students to teach the skills to stay safe and creative after school when both parents are in school or working. Classes were taught in partnership with NIACC and requests have been received for a repeat presentation in several communities.

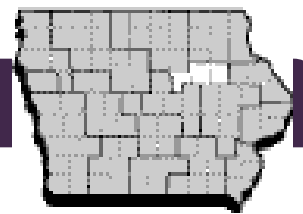
Total number of persons served during FY 1999:	12,997
FY 1999 CSBG Allocation:	\$259,714
Funding received during FY 1999:	\$5,670,540
In-kind contributions received during FY 1999:	\$1,734,485



Operation Threshold

300 West Third Street, Waterloo, Iowa 50701 • Phone: (319) 291-2065 • Fax: (319) 235-1518

Lisa Wageman, Executive Director • Mindy Davis, Planner • Jody Hartz, LIHEAP Coordinator • Mark Bergmeier, Weatherization Coordinator



Agency Accomplishments & Efforts

Volunteers contributed 4,896 hours of services to the agency with a value of \$52,888. Mindy Davis, Resource Development Director took a visible community leadership role as Vice-Chair of the Census 2000 Complete Count Committee for Black Hawk County. Lisa Wageman, Executive Director, was appointed to the Iowa Finance Authority Board. Both Lisa and Mindy are involved with the Cedar Valley's Promise, a local youth effort sparked by the nation American's Promise initiative which encompasses the goals and objectives of the state Empowerment project. The agency revised and reviewed its personnel policies.

Operation Threshold's WIC Program received peer and state recognition for its "Food Fair" concept which has proven to be user friendly and effective in reaching families for nutrition education follow-ups. The agency's Storks Nest program expanded to Buchanan County. The WIC program held an open house and other activities in recognition of the 25th anniversary of the program. A Wellmark Foundation grant was completed on behalf of the sixteen Stork's Nest Programs in Iowa.

A total of 140 houses were weatherized at an estimated total annual savings to each home of \$223.

Agency Success Stories

A 40 year old woman (Cindy), with three sons, eight year old twins and a six year old received FaDSS services for eight months. She completed all assessment activities, counseling and medical assistance for Post Traumatic Stress Disorder. The Specialist assisted the mother in applying for SSI. She also supported Cindy in addressing and gaining skills with organization and homemaking

activities. Cindy participated in FaDSS group meetings and was approved for SSI in August of 1999 and became exempt from PROMISE JOBS an FaDSS at that time.

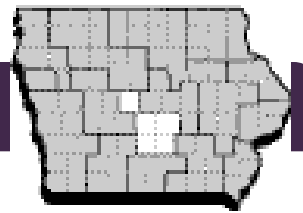
A woman with three children ages 12, 15, and 18. She received FaDSS services for 37 months. During this time she attended both Hawkeye Community College and Upper Iowa University. The FaDSS Specialist provided support and encouragement to the mother as she pursued her educational goals, and helped her work through crisis and financial situations as they arose. The mother regularly participated in FaDSS group activities and was always available for home visits despite her busy schedule. The mother initially obtained a part-time position with Waterloo Schools as a teacher's aide and was eventually hired full-time by the school district.

Total number of persons served during FY 1999:	12,611
FY 1999 CSGB Allocation:	\$374,856
Funding received during FY 1999:	\$4,113,714
In-kind contributions received during FY 1999:	\$2,581,922

Red Rock Area Community Action Program

305 S. Jefferson, Indianola, Iowa 50125 • Phone: (515) 961-6271 • Fax: (515) 961-6274

Linda Keller, Executive Director • Barb Sinclair, Planner • Laveria Foust, LIHEAP Coordinator



Agency Accomplishments & Efforts

Red Rock Area Community Action Program (RRACAP), the Indianola Recreation Department, the Warren County Mental Health and the Warren County Department of Human Services developed a Key Card to open doors for recreation events to those who could not otherwise afford them. By using the Key Card, the holder is eligible to receive predetermined reduced cost or free admission for recreational facilities, programs, classes, and events. Eligible families and/or individuals receive an identification Key Card. Eligibility is determined and cards are provided by RRACAP, WCMH and WCDHS. Community participants include the Indianola Recreation Department, all activities; Indianola Community Schools, sports, music and drama events; Simpson College, sports and theater; Des Moines Metro Opera; Indianola Veterans Memorial Aquatic Center, Indianola Lanes Bowling; and the National Balloon Museum. From May 1 to September 30, 1999, one hundred forty-two cards were distributed which included three hundred nine individuals. Before May 1, 2000, a drive will be made to include other community participants including the four other school districts in Warren County.

RRACAP has been making some transitions to go into the year 2000. They have achieved their goal to update computers, printers and programming in the administrative office and outreach centers and to add e-mail and the Internet to propel the agency into the new millennium.

Agency Success Stories

A referral was made from Community Opportunities, Inc. the community action agency in Carroll, Iowa. A woman was living with an abusive spouse. The lady moved into Red Rock's area and

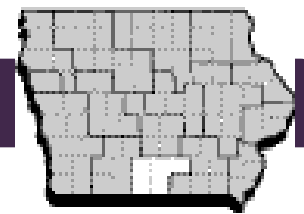
enrolled in their family development program which is administered and supported with CSBG funds. The woman received her GED and completed her education at the DMACC Boone Campus. She has now secured employment and is self-sufficient. During the time she needed assistance the outreach center provided her with energy assistance, food pantry and counseling. She was also referred to FIP, food stamps, Title IXI, and subsidized day care. Red Rock staff assisted the women in applying for subsidized housing which she now received.

Total number of persons served during FY 1999:	12,349
FY 1999 CSGB Allocation:	\$246,290
Funding received during FY 1999:	\$1,542,743
In-kind contributions received during FY 1999:	\$225,618

South Central Iowa Community Action Program, Inc.

1403 NW Church Street, Leon, IA 50144 • Phone: (515) 446-4155 • Fax: (515) 446-3392

Jim Smith, Executive Director • Sue McCleary, Planner • Bob Mumma, LIHEAP Coordinator



Agency Accomplishments & Efforts

South Central Iowa Community Action Program, Inc. (SCICAP) continues to be strongly involved in empowerment work. The Decatur County Head Start program received funding to help coordinate forty-eight additional pre-school slots in collaboration with the three school districts in the county. SCICAP received funding for the Head Start program in Clarke and Decatur counties to serve forty families.

The agency's push to promote Individual Development Accounts (IDAs) continues. They are a partner in conjunction with the SCICAP Credit Union of the ISED initiative that not only means more match funding for accounts but will provide a part-time position to actually promote and develop accounts in the five county service area. The SCICAP Credit Union has reached more than \$1 million in assets this year.

The Agency has been able to assist families with the HAWK-I program, with staff attending training and informational meetings.

The Parents as Teachers program was funded with Empowerment Funds in Lucas and Monroe Counties.

FaDSS was funded in all five counties where previously only Monroe County was served.

SCICAP received funding through RECD (formerly the Farmers Home Administration) to provide renovation assistance to eligible very-low income homeowners in the five county service area. CSBG funding allowed outreach staff to contact potential participants. Databases maintained by the outreach staff monitor housing needs of families assisted by the agency. The housing rehabilitation on these homes allows the elderly homeowner to remain in a safe housing condition as well as increasing value and maintaining housing stock.

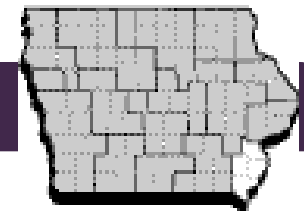
SCICAP staff remained active with the Department of Human Services decat clusters within the area. The Creston area cluster was one of the last DHS clusters in the state to go decat. Three staff members remain very active on this cluster serving as part of the steering committee representing the agency's three counties involved.

Total number of persons served during FY 1999:	6,721
FY 1999 CSGB Allocation:	\$107,913
Funding received during FY 1999:	\$3,064,874
In-kind contributions received during FY 1999:	\$50,740

Southeast Iowa Community Action Organization

2850 Mt. Pleasant Street - Suite 108, Burlington, Iowa 52601 • Phone: (319) 753-0193 • Fax: (319) 753-0687

Sharon Ford, CCAP, Executive Director • Sheri Lewis, Planner • Jane Wilson, LIHEAP Coordinator • Tom Richert, Weatherization Coordinator



Agency Accomplishments & Efforts

This year during Community Action Month, Southeast Iowa Community Action focused on open Houses, press releases, and staff presentations of information on eleven radio shows. The annual report highlighted all of the agency's programs and proved to be a great marketing tool this year.

The National Head Start Teacher of the Year was Juanita Brower, a teacher at the agency's center in Keokuk. As Teacher of the Year, Ms. Brower received a \$500 award, a commemorative plaque, and an expense-paid education trip to Reggio Emilia, Italy.

Early Head Start has been in the process of developing programs in Henry and Lee Counties. The agency will be able to serve children from birth to three in a center environment in Henry County and a home based program in Lee County.

The Family Development and Self-Sufficiency Program (FaDSS) has continued to grow and develop. The addition of the Program Facilitator position has proven to be a successful addition to the FaDSS team. She has increased support to Family Development Specialists, and has enhanced the programs presented at the weekly support groups.

The agency has taken several steps to increase services this year. The WIC clinics have extended the hours to provide more access for working families.

This year Regional Transit worked with Regional Planning to re-establish the Transit Advisory Committee. This Committee is composed of representatives from the four county area to make recommendations as to transit services in southeast Iowa. The RTA also increased transit services in Lee and Louisa Counties.

Agency Success Stories

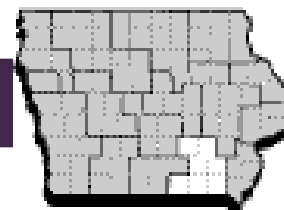
Bob came to the Neighborhood Center homeless with no job. The center put him up in a hotel for one night until they located an apartment. The Family Development Specialist then took him to job service. He got a job and the center staff helped him with supplies for his home. They also provided him with food for several weeks until he received his first paycheck. By working together staff was able to help Bob set up a home and obtain employment in a two week period. Bob has returned to the center to thank everyone involved in helping him.

Total number of persons served during FY 1999:	11,475
FY 1999 CSGB Allocation:	\$212,212
Funding received during FY 1999:	\$5,285,944
In-kind contributions received during FY 1999:	\$2,497,472

Southern Iowa Economic Development Association

206 W. Main Street - P.O. Box 658, Ottumwa, Iowa 52501 • Phone: (641) 682-8741 • Fax: (641) 682-2026

Phyllis Runnells, CCAP, Executive Director • Judith Engle, Planner, LIHEAP Coordinator, Weatherization Coordinator



Agency Accomplishments & Efforts

SIEDA wrote two successfully funded Empowerment Grants this year. These grants provide services under the PAT (Parents as Partners) National Program as well a cooperative effort with the Van Buren Public Health Nursing Service and the Van Buren Hospital to provide family support services. It also helps sponsor the NEST prenatal/infant program. The NEST program is a program concerned with prenatal and infant care. Participants earn points by attending NEST educational classes, prenatal medical appointments, furthering their education, involving fathers in the program, and a variety of other sponsored activities. The points awarded may be used to purchase items such as baby clothing, baby care supplies, educational books/videos, baby furniture, and hand-made baby quilts donated by the Ottumwa Quilter's Guild. Thanks to CSBG, this program has been expanded from one county to all seven counties in SIEDA's Service area.

For second year SIEDA received a Promoting Save & Sable Families Grant. The SAFE program works with families to break barriers to the promotion of safe and stable families.

Agency Success Stories

A family consisting of a husband, wife and five children came into an outreach office. One of the children was in the process of having a kidney transplant operation. The husband took family leave and while gone was terminated from his employment. Working with a Resource Coordinator, the husband has filed a law suit against his former employer. The wife has been employed in a good job and the child has had surgery. Housing was found for the family and utilities were arranged. Schooling, preparatory to a new job is in process for the

husband. Agencies and SIEDA programs utilized were: Indian Hills Community College, Ottumwa Housing, FaDSS program, Children's Alliance, Utility checkoff funds, and Title IXX. This has been a successful cooperative effort with SIEDA taking the lead.

The agency was contacted by a 40 year old disabled man. He and his family had no heat and no hot water. Gas to the home was shut off due to dangerous CO readings. The Weatherization program was able to go into the home and replace the furnace, as well as the hot water heater, which was leaking, and made improvements to the home that would allow the family to live in a safe, warm and healthy environment. A worker reported that she has been working with one student who has now gone from a part time job to a full time job. A potential employer indicated that they would hire her if she would agree to finish her GED within a year of employment. After working with the client, she felt confident enough to go to the GED center, finish studying and take the final two tests needed to complete her GED.

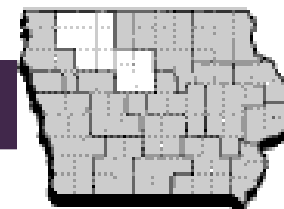
A child development parent was encouraged to take her written driver's test. She took the test successfully. Previously she was dependent upon others or had to resort to driving the car illegally.

Total number of persons served during FY 1999:	8,686
FY 1999 CSGB Allocation:	\$287,596
Funding received during FY 1999:	\$5,142,795
In-kind contributions received during FY 1999:	\$198,971

Upper Des Moines Opportunity, Inc.

101 Robbins Avenue - P.O. Box 519, Graettinger, Iowa 51342 • Phone: (712) 859-3885 • Fax: (712) 859-3892

Larry Rohret, Executive Director • Brandi Guise, Planner • Jennifer Corley, Weatherization Coordinator & LIHEAP Coordinator



Agency Accomplishments & Efforts

FY 1999 was once again a year of considerable growth and progression for Upper Des Moines Opportunity, Inc., (UDMO) which: Worked in collaboration with all six Community Empowerment Areas in the UDMO service area to comprise a plan to enhance and expand services for children ages zero to five; Received state Empowerment funding to expand UDMO's Child Care Resource and Referral staff by adding five new CCR & R consultants; Initiated new school and community partnerships with Head Start in Emmet County and its now housing Head Start in the Estherville Community School system; Completed an extensive twelve-county needs assessment; Ascertained decat funding for community-wide projects and developed new community partners. In addition, Mary Jo Madvig, Director of Head Start was awarded the "Children's Champion" and "Friend of the Young Children" award from the National Association for the Education of Young Children. Legislative round table discussions were held to maintain contact with our area legislators.

Agency Success Stories

A single mother with one child was unemployed and had no health insurance for her child. Outreach staff talked with the mother about her options, and advised her to sign up for HAWK-I. The staff assisted the mother in completing the required paperwork and mailed the application for her. The mother called back after being accepted for HAWK-I insurance and was thrilled! She reported that her child was now covered by insurance and was very grateful to the UDMO staff. She said it lifted a huge burden from her, not having to worry about her child getting sick and not being able to get medical or hospital coverage. She said that now with her new job and the new

insurance for her child, she is feeling much better mentally and physically. Because the lady is employed, it is anticipated that the family will not need services in the future.

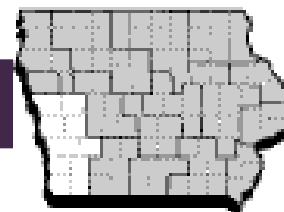
Another family had no income at all and had been living with relatives. The husband lost his job six months previously. He possessed very little skill and had a poor work history. The family had no place to live, no job, no income, and no food. Neither adult had completed high school. The 15 year old daughter intended to quit school when she turned sixteen. Outreach staff provided financial assistance for rent and deposit on an apartment, as well as emergency food for the family. The staff helped the family complete food stamp and Title XIX applications and referred both adults to the local Workforce Center and followed up on the procedure. The adult female signed up for GED classes. UDMO staff found furniture for their household and worked with the school system to match a mentor with the 15 year old student. The family has set goals for themselves and both adults are working at minimal wage jobs. The family is on XIX - due to no insurance at their current jobs. The family received food stamps and rental assistance and the adult female continues to work on her GED. The 15 year old daughter is much happier in school and doesn't mention dropping out next year.

Total number of persons served during FY 1999:	22,913
FY 1999 CSGB Allocation:	\$325,288
Funding received during FY 1999:	\$7,036,394
In-kind contributions received during FY 1999:	\$2,057,046

West Central Development Corporation

1108 8th Street - P.O. Box 709, Harlan, Iowa 51537 • Phone: (712) 755-5135 • Fax: (712) 755-3235

Tom Lawlor, Executive Director • Bob Anasfasi, Planner • Marilyn Rodacker, LIHEAP and Weatherization Coordinator



Agency Accomplishments & Efforts

A new child development center will be built in Onawa in early 2000. West Central Development Corporation (WCDC), the Monona County Board of Supervisors, the City of Onawa, Burgess Health Hospital, Iowa Department of Public Health, ISU Extension, Simpco, Magic Depot Day Care, the USDA Rural Development, and Onawa Schools developed a plan for the center that will be funded by federal Community Development Block Grant dollars, and a loan from Rural Development. Funding will be used for new Head Start classrooms, a pre-school, and a day care program to begin this fall. The center will be built on land provided by the Onawa schools.

West Central also expanded the FaDSS program into all ten counties in their service delivery area. Five additional staff members were added to work with seventy-five new families in Cass, Crawford, Fremont, Harrison, Mills, Monona, Montgomery, Page, and Shelby Counties which are primarily rural.

The agency also obtained funding for the Healthy Child Care Iowa Project. Linkages between child care providers and child health experts will be established and maintained to improve health and safety in child care settings. The Iowa Department of Public Health provides funding for this project.

The Child Care Resource and Referral Program was also awarded monies to hire a Child Care Home Consultant who will assist potential providers through the process of meeting the requirements to become a licensed day care provider.

Agency Success Stories

Jane entered West Central Development Corporation's FaDSS program after being referred by her PROMISE JOBS worker. Jane

and her son were homeless due to a bad marriage and were living at the home of her parents. The Specialist identified family strengths and barriers to employment that included the fact that Jane did not have a drivers license, a car, no child care, and received no child support.

Additional concerns were raised concerning the health and development of her son. Jane had very low self-esteem and was in great need of dental work. Positives in Jane's life included a strong family support system, a high school diploma, and past work experience. The Specialist felt that Jane had the desire and motivation to become self-sufficient. During the next year many barriers were overcome. An aggressive dental plan was put into action for Jane.

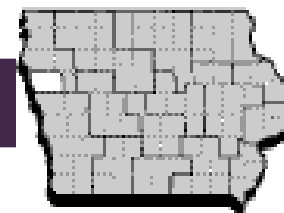
After the dental work was complete she was much healthier, her appearance improved, and her self-confidence was noticeably improved. She obtained a driver's license, bought a car, purchased full coverage insurance, and found a full time job and child care. In addition, Jane started receiving child support. Jane always kept appointments and worked hard to meet her goals. By August of 1999, Jane was working full time and off FIP. The Specialist worked with Jane until November of 1999 at which time she was self-sufficient and exited the program. Both Jane and the FaDSS Specialist worked intensely for a period of fourteen months in order to overcome all the barriers to self-sufficiency.

Total number of persons served during FY 1999:	19,590
FY 1999 CSGB Allocation:	\$387,765
Funding received during FY 1999:	\$7,555,556
In-kind contributions received during FY 1999:	\$2,449,214

Woodbury County Community Action Agency

2700 Leech, Sioux City, Iowa 51106 • Phone: (712) 274-1610 • Fax: (712) 274-0368

Jean Logan, Executive Director • Janet Vorce, Planner • LaRae Lyons, LIHEAP Coordinator • Dennis Krause, Weatherization Coordinator



Agency Accomplishments & Efforts

During FY 1999 Woodbury County Community Action Agency (WCCAA) was awarded an Early Head Start Grant. Early Head Start is a federally funded community based program for economically disadvantaged families with infants, toddlers, and pregnant women. The Early Head Start mission is to promote healthy prenatal outcomes for pregnant women, enhance the development of very young children, and promote healthy family functioning. Early Head Start Family Specialists make weekly home visits to families and host socialization activities each month.

The Head Start Program was awarded funding for a third Shared Visions classroom. Shared Visions classrooms are funded by the State of Iowa Department of Education and serve 48 children who attend classes six hours a day, five days a week.

A Chamber of Commerce Ribbons Cutting ceremony for Woodbury Park Apartments was held in May of 1999. Woodbury Park Apartments is a six-unit complex in Sioux City and is the agency's construction housing project. Woodbury Park brings the total number of rental units to 26.

Several other housing projects are under development. Carnegie Place Apartments received two awards from the Iowa Historic Preservation Alliance. The first was for Preservation At Its Best - Large Commercial Projects and the second was for Best Adaptive Reuse. Carnegie Place Apartments also received an award from Siouxlandmark (a local organization) for Business Historic Preservation.

The Senior AIDES Program received a Strategic Workforce Grant, which allowed 48 older workers to attend Basic Keyboarding and Introduction to Computers classes at Western Iowa Tech Community

College. The opportunity for older workers to gain computer skills will benefit them in their search for permanent unsubsidized employment.

Agency Success Stories

The agency was having difficulty placing a participant in the Senior AIDES Program due to workplace accessibility concerns. He was placed at an agency in Sioux City that advocates for individuals with disabilities, assists with barrier removal, teaches independent living skills, and offers peer support as well as information and referral. The Director of that program has found the Senior Aide to be indispensable and has found it in her budget to hire him. This former Senior Aid is now an employed individual no longer relying on subsidized employment.

Total number of persons served during FY 1999:	9,100
FY 1999 CSGB Allocation:	\$215,826
Funding received during FY 1999:	\$4,373,694
In-kind contributions received during FY 1999:	\$167,947

Services Provided

By Community Action Agencies - Statewide



EMPLOYMENT SERVICES

Employment services were provided to 2,614 individuals. These services included job counseling, job placement/development, job training, skills training, senior employment, participation in the Iowa Conservation Corps and other employment services. 21,892 referral and information contacts were made concerning employment.

EDUCATION SERVICES

Education services were provided to 7,383 individuals. These services included educational counseling, enrollment in Head Start, day care, child development, ABE/GED classes, Head Start Literacy classes, self-help classes and other educational programs. Also included were Child Care Resource and Referrals which were provided to 3,994 providers and 6,652 households. 75,128 referral and information contacts were made concerning educational services.

INCOME MANAGEMENT SERVICES

Income management services were provided to 85,821 households. These services included budget counseling, tax and rent rebate and other income management projects. Also included in this category were Weatherization services provided through the Department of Energy, which completed 2,028 homes during fiscal year 1999, and Low Income Home Energy Assistance Program. 61,863 referral and information contacts were made concerning income management services.

HOUSING SERVICES

Housing services were provided to 4,434 households. These services included loan assistance and home ownership counseling, housing advocacy, home repair, home rehabilitation services, CHORE services, transitional housing and other housing projects. 35,206 referral and information contacts were made concerning housing services.

NON-FOOD EMERGENCY ASSISTANCE SERVICES

Non-food emergency assistance services were provided to 9,273 households. These services included cash assistance loans, emergency energy programs, crisis intervention and other emergency programs. 1,350 individuals were provided with homeless program assistance. 135,808 referral and information contacts were made concerning non-food emergency assistance.



PREVENTION OF STARVATION AND MALNUTRITION SERVICES

Prevention of starvation and malnutrition services were provided to 36,906 households. These services included emergency food, child care/adult care food program, congregate meal interventions, gardening, farmers market, nutrition counseling and other nutrition programs. WIC served 52,375 individuals. 84,150 information and referral contacts were made concerning the prevention of starvation and malnutrition services.

LINKAGES WITH OTHER PROGRAMS

Linkages with other program services were provided to 122,437 individuals. These services included transportation, senior activities, summer youth recreation programs, I-Card programs, neighborhood and community development projects and other linkages. 232,668 information and referral contacts were made concerning the linkages with other programs.

SELF-SUFFICIENCY DEVELOPMENT SERVICES

Intensive self-sufficiency development services were provided to a total of 2,479 families made up of 7,683 individuals. On September 30, 1999, a total of 2,009 families were active in the self-sufficiency programs. A total of 487 households exited the program during the year with an income over 125% of poverty which had been maintained for at least a three month period of time. These figures represent all families enrolled in both the Family Development and Self-Sufficiency (FaDSS) program as well as self-sufficiency programs funded by the Community Services Block Grant administered by Iowa's eighteen Community Action Agencies. The figures do not include FaDSS program figures administered by non-CAA's.

HEALTH SERVICES

Health services were provided to 44,385 individuals. These services included the Maternal Child Health program, immunization programs, family planning services, home health care, drug and alcohol programs, rehabilitation treatments and support, dental screenings, lead screenings, prescription medications, assisting families in completing HAWK-I applications and other health programs. 40,165 referral and information contacts were made concerning health services.

VOLUNTEER SERVICES

A total of 13,609 individuals offered their services as volunteers to Iowa's Community Action Agencies during fiscal year 1999. Without the services of these caring individuals, many of the services offered by the Community Action Agencies would not be possible. These individuals performed 382,975 hours of volunteer services for a total dollar value of \$5,476,542. We all thank them for their services and for taking the time to care about Iowa's low-income population.



Characteristics

of persons served during fiscal year 1999

TOTAL NUMBER OF INDIVIDUALS SERVED

Individuals 249,753

TOTAL NUMBER OF FAMILIES SERVED

Households 100,560

GENDER (Individuals)

Female 143,856 57.6%
Male 105,897 42.4%

ETHNICITY (Individuals)

White 213,127 85.4%
African American 17,951 7.2%
Hispanic 12,087 4.8%
Other 2,517 1.0%
Asian/Pacific Islander 2,511 1.0%
American Indian/Alaskan 1,560 0.6%

AGE (Individuals)

0 - 5 Years of Age 48,859 19.6%
6 - 11 Years of Age 34,982 14.0%
12 - 17 Years of Age 26,064 10.4%
18 - 23 Years of Age 20,747 8.3%
24 - 44 Years of Age 65,575 26.3%
45 - 54 Years of Age 14,211 5.7%
55 - 69 Years of Age 16,013 6.4%
70 + Years of Age 23,302 9.3%

INCOME LEVEL OF HOUSEHOLDS SERVED

At or below 75% of Poverty 39,811 39.6%
Over 75% - 100% of Poverty 22,740 22.6%
Over 100% - 125% of Poverty 18,366 18.2%
Over 125% - 150% of Poverty 12,734 12.7%
Over 150% of Poverty 6,909 6.9%

HOUSEHOLD TYPE

One person household 35,108 34.9%
Two adults with no children 11,190 11.1%
Two adults with child/children 24,259 24.1%
Single female with child/children 25,926 25.8%
Single male with child/children 2,380 2.4%
Other 1,697 1.7%

FAMILY SIZE (Households)

One person in household	35,537	.35.3%
Two persons in household	21,604	.21.5%
Three persons in household	16,563	.16.5%
Four persons in household	13,703	.13.6%
Five persons in household	7,912	.7.9%
Six or more persons in household	5,241	.5.2%

HOUSING (Households)

Family rents house/apartment	56,085	.55.8%
Family owns or is buying home	39,410	.39.2%
Family homeless	1,173	.1.2%
Other	3,892	.3.8%

SOURCE OF FAMILY INCOME (Households)

(Numbers are not necessarily unduplicated)

Family income from employment		
& other sources	13,895	
Family income from employment only	30,971	
Family has no income or unreliable income	5,326	
Family receives FIP or AFDC	12,971	
Family receives SSI	15,091	
Family receives SSA	34,733	
Family receives pension	4,705	
Family receives unemployment insurance	1,875	
Family receives general assistance	313	
Family receives food stamps	31,582	
Family receives income from other sources	3,951	

OTHER CHARACTERISTICS OF FAMILIES

(Numbers are not necessarily unduplicated)

Family has no health insurance	79,072	.Individuals
A member of the family is disabled	41,006	.Individuals
A veteran is a member of the household	6,332	.Individuals
Family is engaged in farming	1,788	.Households
Family is engaged in migrant farming	126	.Households
Family is engaged as seasonal farmers	99	.Households

Funding

FUNDING SOURCES FOR FISCAL YEAR 1999

FEDERAL FUNDS RECEIVED

U.S. Dept. of Health & Human Services	\$55,748,416
U.S. Dept. of Agriculture	9,664,453
U.S. Dept. of Energy	2,978,164
U.S. Dept. of Labor	2,532,374
U.S. Dept. of Housing & Urban Development	1,775,312
U.S. Dept. of Transportation	510,650
Other Federal Funds	1,737,156
SUB TOTAL	\$74,946,525

STATE FUNDS RECEIVED

Dept. of Human Rights	\$3,206,830
Dept. of Human Services	3,051,688
Dept. of Education	3,006,055
Economic Development	1,553,195
Dept. of Public Health	1,258,335
Dept. of Transportation	290,272
Finance Authority	146,556
Elder Affairs	39,088
Other State Funds	1,738,048
SUB TOTAL	\$14,290,067

PUBLIC/LOCAL FUNDS RECEIVED

Counties	\$1,086,339
Cities	329,978
Other	150,303
SUB TOTAL	\$1,566,620

PRIVATE FUNDS RECEIVED

Donations	\$2,365,165
Project Income	1,628,126
United Fund Drives	615,379
Foundations	66,969
Other Private Funds	2,612,207
SUB TOTAL	\$7,287,846

TOTAL FUNDING RECEIVED **\$98,091,058**

Staff

1999 COMMISSION ON COMMUNITY ACTION AGENCIES

Merl L. McFarlane, ChairOelwein
Kathy BeauchampDes Moines
Mike CoverdaleNevada
Arlyn DankerMinden
Lois EichackerFort Madison
Arbella JetterDes Moines
Lois KotzClear Lake
Loren WakefieldWaterloo
Catherine WhitfieldDes Moines
Rose Vasquez, Ex-OfficioDes Moines

1999 DIVISION OF COMMUNITY ACTION AGENCIES STAFF

Bill Brand, Administrator(515) 281-3268 Bill.Brand@dhr.state.ia.us
Marcia Thompson, Secretary(515) 281-3861 Marcia.Thompson@dhr.state.ia.us
or (515) 281-4204

Bureau of Community Services

Greg Pieper, CSBG Program Manager(515) 281-0474 Greg.Pieper@dhr.state.ia.us
Tim Fitzpatrick, FaDSS Program Manager(515) 281-5938 Tim.Fitzpatrick@dhr.state.ia.us
Janet Gartin, FaDSS Program Manager(515) 242-5895 Janet.Gartin@dhr.state.ia.us
Lorie Houghton, FaDSS Program Manager(515) 281-3791 Lorie.Houghton@dhr.state.ia.us

Bureau of Energy Assistance

Sue Downey, Bureau Chief
Jerry McKim, Program Planner (515) 281-0859 Jerry.McKim@dhr.state.ia.us
John Burnquist, Program Planner (515)281-4893 John.Burnquist@dhr.state.ia.us

Bureau of Weatherization

Jim Newton, Bureau Chief(515) 242-6314 Jim.Newton@dhr.state.ia.us
Frank Buttrey, Program Planner(515) 281-4565 Frank.Buttrey@dhr.state.ia.us
Sharon Livingston, Accountant
Mike Speed, Inspector(515) 281-4586 Mike.Speed@dhr.state.ia.us
Gwen Howe, Program Planner(515) 281-3988 Gwen.Howe@dhr.state.ia.us



**Iowa Department of Human Rights
Division of Community Action Agencies**

Lucas State Office Building
Des Moines, Iowa 50319
Phone: 515-281-4204
Fax: 515-242-6119